

# BETHLEHEM GOLF CLUB

## CUSTOMER SATISFACTION SURVEY

Here at the Bethlehem Golf Course we are striving to provide you with the ultimate customer service and golfing experience. We would greatly appreciate your feedback so we can serve you better in the future. Please return the completed survey to Parks & Public Property, City of Bethlehem, 10 E. Church Street, Bethlehem, PA 18018 or drop it in the survey box at the Clubhouse or Fax to 610-865-7312. Thank you for your time to complete this survey. We look forward to seeing you at the Bethlehem Golf Club.

*Charles A. Brown*

Director, Parks & Public Property

Please rate the following based on your experiences at the Bethlehem Golf Club:

Overall experience	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Cashiers, Starters, Rangers	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Clubhouse Staff	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Pro Shop Merchandise	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Maintenance Staff	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Course Conditions	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Course Playability	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Driving Range	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Tournaments	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Tee Time Availability	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Reservation Policy	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Green Fees	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Cart Fees	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
On Course Amenities (bathrooms, water)	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Restaurant Operations	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Overall Customer Service	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

What did you like best about the Bethlehem Golf Club?

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What did you like the least about the Bethlehem Golf Club?

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Where do you play most of your golf?

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How many rounds of golf do you average in a month?

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How can we better serve you?

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Additional Comments:

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Based on your experiences at the Bethlehem Golf Club, would you:

Play here again

☐ Yes

☐ No

Recommend us to a friend

☐ Yes

☐ No

Schedule an event

☐ Yes

☐ No

**OPTIONAL:**

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

Would you be interested in receiving monthly newsletters  
and information on special offers and events at the

Bethlehem Golf Club via e-mail?

☐ Yes ☐ No